

Agreement Number:



Customer: RES – BUS - NP

**LOC-BOX SELF STORAGE LICENCE AGREEMENT –
COVER SHEET**

HEAD OFFICE: Loc-Box Self Storage Limited of The Office Grooms Lane, Creaton, Northants NN6 8NN

Company number: 5001136 VAT Registration number: 826 0762 30

YOUR DETAILS		Company Name:	Number:	<input type="checkbox"/> I.D. Copied
Ms/Mrs/Mr:		First Name:	Surname:	
Home/Business/Postal Address:			Postcode:	
Phone Numbers:		Mobile:	Email:	

All correspondence will be by email. It is Your obligation to update Your email address when necessary.

Alternate Contact Person (ACP): -

For contacting regarding accounts and other matters if You are not contactable – Not for access to unit

Ms/Mrs/Mr		First Name:	Surname:	
Home/Business Address:			Postcode:	
Phone Number:		Mobile:	Email:	

Please advise us immediately if Your contact details or those of Your Alternate Contact Person change

By signing this Agreement you consent that your personal data may be used for the purpose of credit and reference checking including listing on the Storer Check Database. See www.storercheck.uk for more details.

Note: You can withdraw Your consent or change Your contact preferences at any time by contacting Us

Please see Our PRIVACY NOTICE on Our website at <https://www.loc-box.co.uk/privacy-policy/> for more details

FACILITY ADDRESS	
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STORAGE DETAILS	Unit number	Maximum Replacement Value of Goods in as new condition £
Storage Period Start Date	and runs for a period of 1 calendar month, then extends automatically for periods of the same length until 14 days' notice is given by either party or it ends for another reason (see Clause 41 of the Conditions, overleaf).	

Note – Unit sizes are approximate so the size of Your Unit may vary slightly from the description. If You have exact requirements, check with the Facility before signing this Agreement. When You Take Occupancy, You agree to the actual size of the Unit You use and not any represented Unit size.

STORAGE & PROTECTION COSTS – INC VAT		
	Weekly Cost	Calendar Month
Deposit: £	0.00	0.00
Storage Fee: £		
Protection Plan Fee: £		
Total Cost: £		
Direct debit/bank transfer failure fee: £	£25.00/time	£25.00/time
Key/fob/card deposit: £	£0.00	£0.00
Late Payment Fee: Charges on days 10, 15 & 20. Charged at £2.00/day		

KEY POINTS (SEE CONDITIONS OVERLEAF)

- You own or are authorised to store the Goods.
- Storage fees must be paid in advance and on time.
- If You do not comply with the Conditions, We have certain rights which include keeping Your Deposit and the right to seize the Goods in storage and sell or dispose of them.
- You must secure the Unit using a padlock.
- You must not store dangerous, illegal, stolen, perishable, environmentally harmful or explosive goods or any motorbikes, quadbikes, go karts, jet skis or similar subject to Clause 18 of the Conditions.
- You must not bring anything wet or damp into the unit.
- You must check the Unit is suitable for storing the Goods and is dry and contains no moisture prior to taking occupancy.
- Our liability for loss of and/or damage to Goods is limited to £100 in the event of negligence only UNLESS you accept and have paid for the enhanced liability protection under Protection Plan.
- We are not liable to You for events outside Our control.
- Goods are stored at Your sole risk and must be insured UNLESS you accept and pay for Protection Plan

THIS AGREEMENT IS MADE UP OF THIS COVER SHEET AND THE CONDITIONS. PLEASE READ CONDITIONS OVERLEAF CAREFULLY AS BY SIGNING THIS AGREEMENT YOU WILL BE BOUND BY THEM. You acknowledge that you have been made aware of the key points on this cover sheet

I/We agree to be bound by the terms of this Agreement.

Customer's Signature:

Date of this Agreement:.....

Signed for and accepted on behalf of Self Storage Business

Signature:..... **Loc-Box Self Storage Ltd**

Print name:LOC_BOX SELF STORAGE LIMITED

All fees and charges in this contract exclude applicable VAT unless otherwise stated.

- Batteries shall not be charged in the Unit and there are conditions applicable to the storage of batteries. See Clause 20 of the Conditions.
- We may use and share Your personal and other data in certain circumstances including listing on Storer Check database.
- Any special terms have been written down on this Agreement.
- Should the statutory 14 day cooling off period apply to this Agreement, and You cancel during this period a refund will be provided based on the length of storage You have taken prior to cancelling.

Unless we agree otherwise in writing and you provide proof of alternative protection you must accept the offer of Protection Plan enhanced liability protection for all goods stored.

STANDARD SELF STORAGE LICENCE AGREEMENT – CONDITIONS

DEFINITIONS

“We”, “Us” or “Our” means the Self Storage Business.

“You” or “Your” means the customer named in this Agreement.

“Agent” means persons who you authorise, or who accompany you, to access the Unit.

“Agreement” means this Self Storage Licence Agreement , made up of the Cover, these Conditions and the Protection Plan Addendum (where applicable). “Facility” means the building, warehouse, external storage containers or other land or premises operated by the Self Storage Business, the address of which is detailed on the Cover Sheet.

“Property” or “Your Property” or “Goods” means any and/or all goods stored by You in a storage Unit allocated to You at Our Facility. “Storage Period” the period from and including the Storage Period Start Date detailed on the Cover Sheet until the date on which the licence granted by Us is ended in accordance with these Conditions.

“Unit” means a segregated area of Our Facility made available for You to secure and store Goods’ STORAGE:

1. So long as all Fees are paid up to date and subject to these Conditions, You: (a) are granted a licence during the Storage Period only to store Goods in the Unit allocated to You by Us from time to time and only in that Unit; (b) are deemed to have knowledge of the Goods in the Unit; and (c) warrant that You are the owner of the Goods in the Unit and/or entitled at law to deal with them in accordance with all aspects of this

Agreement as agent for the owner.

2. We: (a) do not have and will not be deemed to have knowledge of the Goods; (b) do not grant any lease or tenancy of the Unit or any part of the Facility and nothing in this Agreement creates a landlord and tenant relationship; and (c) retain control, possession and management of the Facility and the Unit and the You have no right to exclude Us from the Facility or the Unit.

3. This Agreement will come into existence between Us and You when We notify You We have accepted Your order by taking occupancy of the unit. The Storage Period will begin on the date agreed with You during the order process and set out on the Cover Sheet.

COST:

4. You must pay the Deposit on signing this Agreement. The Deposit (or the balance of it after any appropriate deductions for unpaid Fees, repairs, cleaning or other charges to put right any breach of this Agreement by You) will be refunded by cheque or electronic transfer within 21 days of termination of this Agreement.

5. You are responsible to pay:

(a) the Storage Fee (being the amount set out in the Cover Sheet or as most recently notified to You by Us) including Protection Plan Charges if You have opted for Protection Plan. We will take the first payment on acceptance of Your order and will take subsequent payments in advance on the invoice date for each Storage Period or other date agreed with You (**Due Date**). It is Your responsibility to see that payment is made directly to Us on time and in full throughout the Storage Period. We do not normally bill for Fees but will issue an electronic invoice following payment if requested. Any Storage Fees paid will not be credited to Your account unless You identify the payment clearly and as directed by Us. If you fail to correctly identify a payment, We reserve the right to take steps to enforce the Agreement (including the sale of Goods) due to Your failure to pay Storage Fees. We shall have no liability to You as a result of taking such action and You agree to fully indemnify Us for any costs, including those outlined in (c), below, We incur in taking such action. We will not accept that payment has been made until it has received by Us in cleared funds;

(b) a Late Payment Fee each time a payment is late, fails for reasons outside our control or is cancelled ;

(c) any costs incurred by the Us in collecting late or unpaid Storage Fees, or in enforcing this Agreement in any way, including but not limited to postal, telephone, unit inventory, debt collection, personnel and/or default action costs and associated legal and professional fees;

(d) any government taxes or charges (including any value added tax) levied on any supplies made under this Agreement; and

(e) the Cleaning Fee or charges for repairs, to be invoiced at Our discretion as described in **Clause 23**.

Where You have more than one agreement with Us, all will form one account and We may in our sole discretion apply any payment made by You or on Your behalf on this Agreement against the oldest amount due from You to Us on any agreement in the account. If You make a part payment of any Storage Fees due to Us and We retain Your part payment, this will not affect Our ability to take any action against You or to exercise any rights We have under this Agreement in respect of the Storage Fees which remain outstanding from You. The time period from which We may take such action will still start from the Due Date when the original Storage Fees were due and the Due Date will not be extended as a result of Your part payment.

DEFAULT – RIGHT TO SELL OR DISPOSE OF GOODS:

6. We take the issue of prompt payment seriously and We shall have a general and particular right of lien, which is a right to seize and sell or otherwise dispose of some or all of the Goods as security for Your obligation to make payments under this Agreement. If any sum owing to Us and other Fees related to this Agreement are not paid when due (**Debt**), You authorise Us without further notice to: (a) refuse You and Your Agents access to the Goods, the Unit and the Facility and to overlock the Unit until 2 working days after the Debt has been paid in full; (b) enter the Unit and inspect and/or remove the Goods to another unit or site and to charge You for all reasonable costs of doing so on any number of occasions; and (c) apply the Deposit against the Debt and, if insufficient to clear it in full, hold onto and/or ultimately sell or dispose of some or all of the Goods in accordance with **Clauses 8 to 10**. You acknowledge that (a) We shall be entitled to continue to charge Storage Fees from the date the Debt becomes due until payment is made in full or all the Goods are sold or disposed of; (b) We will sell the Goods as if We were the owner and will pass all rights of ownership in the Goods to the buyer; and (c) if You do not pay Fees on the Due Date, the value of any discounts and special offers (including periods of free storage) which You have received will be payable by You in full.

7. If on expiry or termination of this Agreement for any reason, You fail to remove all Goods from the Unit, We are authorised to treat the Goods as abandoned and may sell or dispose of all Goods by any means in accordance with **Clauses 8 to 10**. You are liable for Storage Fees for the period from abandonment to the sale or disposal of the Goods together with any costs of disposal incurred, which shall be added to the, or treated as a, Debt.

8. Before We sell or dispose of the Goods, We will give You notice in writing directing You to pay (if You are in default) or collect the Goods (if they are treated as abandoned). This notice will be sent by email and/or by direct message on social media, We may use any land or email address or social media details We hold for You and any ACP. If You fail to pay the Debt and/or collect the Goods (as appropriate) We will access the Unit and begin the process to sell or dispose of the Goods. You consent to and authorise the sale or disposal of all Goods without further notice regardless of their nature, content or value. We will sell the Goods for the best price reasonably available in the open market, taking into account the costs of sale. We may also require payment of default action costs, including any costs associated with accessing the Unit and disposal or sale of the Goods, which shall be added to the, or treated as a, Debt.

9. Sale proceeds will be applied first against the cost of removal and sale of Goods and second to pay the Debt. If sale proceeds do not discharge all of these costs and the Debt, You must pay Us the balance within 7 days of a written demand from Us. We may take action to recover the balance and any legal and administration costs incurred in doing so. If sale proceeds exceed the amount due from You, We will attempt to return the excess funds to you. If this is not reasonably possible, we will hold the balance for You but no interest will be payable on it.

10. If, in the opinion of Us and entirely at Our discretion, the Goods are either not saleable, fail to sell when offered for sale, or are not of sufficient value to warrant the expense of attempting to sell, You authorise Us to treat the Goods as abandoned and We may dispose of all Goods by any means at Your cost. We may dispose of the Goods at Our discretion in the event that: (a) Goods are damaged due to fire, flood or other event that has rendered them, in Our reasonable opinion, severely damaged, of no commercial value, or dangerous to persons or property; or (b) Goods may contain

personal data belonging to You or others. We do not need Your prior approval to take this action but will send written notice to You within 7 days of assessing damaged Goods.

11. Any items left unattended in common areas at the Facility or outside Your Unit at any time shall be treated as abandoned and may at Our discretion be moved, sold or disposed of immediately with no liability to Us. You will be charged for this.

ACCESS:

12. You have the right to access the Unit during Access Hours as posted by Us and subject to the terms of this Agreement. We will try to provide advance warning of changes to Access Hours by notice at the Facility and/or by SMS or email, but We reserve the right to change Access Hours temporarily to other reasonable times without giving prior notice.

13. If We have agreed to grant You extended access to the Unit outside normal hours, the extended access is available between the hours indicated on the Cover Sheet, subject to You paying any relevant additional charges.

14. Only You or Your Agents may access the Unit. You are responsible for and liable to Us and other users of the Facility for Your own actions and those of Your Agents. We may (but are not obliged to) require proof of identity from You or any other person at any time and, at Our sole discretion, may refuse access to the Facility to any person who is unable to produce satisfactory proof.

15. We may refuse You access to the Unit and/or the Facility where moneys are owing by You to Us, whether or not a formal demand for payment has been made, or if We consider the safety or security of any person, Unit or Goods on or at the Facility has been threatened or may be put at risk.

16. You should not leave a key with or permit access to the Unit to any person other than Your own Agent who is responsible to You and subject to Your control. If You do so, it is at Your own risk.

17. You authorise Us and Our agents and contractors to enter the Unit in the following circumstances and to break any lock if reasonably necessary to gain entry: (a) on not less than 7 days' notice to inspect or carry out repairs or alterations to the Unit or any other part of the Facility; (b) without prior notice (but with notice as soon as practicable after the event) in the event of an emergency (including for repair or alteration) or to prevent injury or damage to persons or property; (c) if We believe the Unit is being used to store prohibited Goods or for a prohibited purpose; (d) if We are obliged to do so by law, by the Police, Fire Services, Trading Standards, HM Revenue & Customs, other competent authority or by a Court Order; or (e) to relocate the Goods or exercise Our lien or power of sale or disposal or prepare to do so in accordance with this Agreement. **18.** You must not store (or allow any other person to store) any of the following in the Unit: (a) food or perishable goods unless securely packed so they are protected from and do not attract vermin; (b) any living creatures; (c) combustible or flammable substances including but not limited to gas, paint, petrol, oil, cleaning solvents or compressed gases; (d) firearms, explosives, weapons or ammunition; (e) chemicals, radioactive materials, biological agents, toxic waste, asbestos or other potentially hazardous substances; (f) any item that emits fumes, moisture or odours; (g) any illegal item or substances or goods illegally obtained such as illicit (counterfeit/smuggled) tobacco or alcohol and unlicensed or unsafe goods (including but not limited to toys, electrical goods, medicines, aerosols, cosmetics, fireworks); (h) goods which are environmentally harmful or that are a risk to the property of any person; (i) currency, deeds and securities; (j) items which are unique in nature and/or where the value to You cannot be assessed on a financial basis (k) any items that bring moisture or increases the humidity of the unit and (l) any motorbike, motor scooter, UTV, ATV, quadbike, motorised go kart, jet ski or similar

19. You must not use portable heaters in the Unit at any time.

20. You must not store in any Unit (a) any Lithium ion batteries exceeding a watt-hour (Wh) rating of 160 Wh unless they are built-in and cannot be removed from the otherwise permitted Goods; (b) portable battery chargers, power banks or any similar portable power source; (c) E-Scooters, E-Bikes, E-Skateboards or any similar battery-powered vehicles, (d) more than five (5) laptops, tablet computers, children's toys or other similar items containing built-in batteries.

20.1 When storing any permitted Goods that contain built-in batteries you must ensure: (a) the Goods are free from visible physical defect or fault and (b) such Goods are not stacked and are stored allowing air circulation. We recommend all batteries are stored with the lowest practical charge.

20.2 You will be liable under **Clause 32** for any breach of this **Clause 20**.

CONDITIONS:

21. You will be solely responsible for securing the Unit and ensuring it is locked so as to be secure from unauthorised entry at all times when You are not in the Unit. We will not be responsible for securing any unlocked Unit. You are not permitted to apply a padlock or other device to the Unit in Our overlocking position and We may have any such padlock or device forcefully cut off at Your expense. Where applicable, You will secure the external gates and/or doors of the Facility and / or ensure they close behind you.

22. You will use the Unit solely for the purpose of storage and shall not (or allow any other person to): (a) use the Unit as offices or living accommodation or as a home, business or mailing address; (b) use or do anything at the Facility or in the Unit which may be a nuisance to Us or any other person (including the escape of any substance or odour from or generation of noise or vibration which may be heard or felt outside the Unit); (c) use or do anything at the Facility or in the Unit which may invalidate or increase premiums under any insurance policies of Us or any other person; (d) paint or make alterations to or attach anything to the internal or external surfaces of the Unit; (e) connect or provide any utilities or services to the Unit unless authorised

by Us; (f) cause damage to the Unit or any part of the Facility (which includes by removal, haulage or delivery contractors); or (g) create any obstruction or leave items or refuse or unattended vehicles in any common space within the Facility.

23. You must maintain the Unit by ensuring it is clean and in good repair during the Storage Period. In the event of uncleanliness or damage to the Unit or Facility, We will be entitled to retain the Deposit, charge a Cleaning Fee, and/or claim full reimbursement from You of the reasonable costs of repairs, replacement, restoration, proper compensation or disposal of refuse.

24. You must (and ensure that Your Agents) use reasonable care on site and have respect for the Facility and other unit users, inform Us of any damage or defect immediately it is discovered and comply with the reasonable directions of Our employees, agents and contractors and any other regulations or policies for the use, safety and security of the Facility as We shall issue periodically. In particular you must not allow dogs or other animals on our site neither shall you allow any Heavy Goods Vehicles with a gross weight of over 7.5 tonnes on our site or drive at more than 5mph.

25. This Agreement does not confer on You any right to exclusive possession of the Unit and We reserve the right to relocate You to another Unit not smaller than the current Unit: (a) by giving 14 days' notice during which You can elect to terminate this Agreement under **Clause 40**; or (b) on shorter notice if an incident occurs that requires the Unit or section where it is located to be closed or sealed off. In these circumstances, We will pay Your reasonable costs of removal if approved in writing by Us before removal. If You do not arrange removal by the date specified in Our notice, then You authorise Us and its agents to enter the Unit and move the Goods as Your agent on Your behalf and at Your risk (except for damage caused wilfully or negligently which is subject to the limitations in **Clause 30**). Following removal this Agreement will be varied by substitution of the new Unit number but otherwise continues on the same terms at the Storage Fees in force for the original Unit at the time of the removal.

26. Prior to putting any items into the Unit you must ensure that it is suitable for the storage of the Goods intended to be stored in it and You must inspect the Unit before storing Goods taking care to ensure there is no sign of moisture or condensation. It is strongly recommended that You inspect Your Property periodically during the Storage Period and at least every three months for Goods stored in external Units or containers. (Regular inspection may reduce the likelihood of Damage caused by atmospheric or climatic causes, such as mould, mildew or rust, for which We are not responsible.) We make no warranty or representation that any unit is suitable for any particular goods and We accept no liability in this regard. Unit sizes are approximate. If You have exact requirements, You must check with Us before accepting this Agreement and taking occupancy as, by accepting and taking occupancy, You agree to the actual size of the Unit and not any represented unit size.

27. We may refuse storage of any Goods or require You to remove Goods if in Our opinion storage of such Goods creates a risk to the safety of any person or property.

28. You must give notice to Us in writing of the change of any contact details on this Agreement for You or the ACP within 48 hours of any change. You agree We are entitled to discuss any default by You with the ACP registered on the front of this Agreement.

RISK AND RESPONSIBILITY:

29. We will not be liable for any loss or damages suffered by You as a result of You not being able to access the Facility or the Unit, regardless of the cause.

30. We exclude all liability in respect of: (a) loss or damage to Your business, if any, including consequential loss, lost profits or business interruption; (b) loss of or damage to Goods or any claim for return of the Storage Fees except where this results from Our negligence or breach of contract, in which case Our liability will be limited to the sum of £100 in total. We do not exclude or limit liability for physical injury to or the death of any person which is a direct result of negligence or wilful default on the part of Us, Our agents and/or employees.

31. We do not insure the Goods and it is a condition of this Agreement that the Goods remain adequately insured by You at all times for their Replacement Value (as set out on the Cover Sheet) while they are in storage. You warrant that such cover is in place, will not lapse and that the aggregate value of Goods in the Unit from time to time will not exceed the insured value. We do not give any advice concerning insurance cover given by any policy and You must make Your own judgment as to adequacy of cover. Inspection of any insurance documents provided by You to demonstrate cover does not mean We have approved the cover or confirmed it is sufficient.

31.1 Protection Plan – Enhanced Liability Option

As an alternative to **Clause 31**, You may opt for Protection Plan. "Protection Plan" means an agreement between You and Us where We accept an enhanced liability in return for payment of the Protection Plan Charges in accordance with the terms of the Protection Plan Addendum and this Agreement.

32. It will be Your responsibility to compensate Us for the full amount of all claims, liabilities, demands, damages, costs and expenses (including any reasonably incurred legal and professional fees) incurred by Us or third parties (**Liabilities**) resulting from or incidental to: (a) Your use of the Unit (including but not limited to the ownership or storage of Goods in the Unit, the Goods themselves and/or accessing the Facility); or (b) breach of this Agreement by You or any of Your Agents; or (c) enforcement terms of this Agreement.

33. You agree to comply with this Agreement and all laws and regulations relevant to the use of the Unit. This includes laws relating to any Goods which are stored and the manner in which they are stored. You will be responsible for all Liabilities resulting from such a breach.

34. If We have reason to believe that You are not complying with all relevant laws We may take any action We consider necessary, including, but not limited to, action outlined in **Clauses 17 and 40**, contacting, cooperating with and/or submitting Goods to relevant authorities, and/or immediately disposing of or removing Goods at Your expense. You agree that We may take such action at any time even though We could have acted earlier. 35. We shall not be considered to be in breach of this Agreement nor liable for any delay in performing or failure to perform any of Our obligations under this Agreement or any resulting loss or damage to Goods if such delay, failure, loss or damage results from events, circumstances or causes beyond Our reasonable control. Such circumstances include (but are not limited to) any act of God, riot, strike or lock-out, trade dispute or labour disturbance, shortage of labour, materials or transport, electrical power failures, threat of or actual terrorism or environmental or health emergency or hazard or recommended restrictions, epidemic, pandemic, or entry into any unit including the Unit or the Facility by, or arrest or seizure or confiscation of Goods by, competent authorities. If this happens, We will not be responsible for failing to allow access to the Goods, Unit and/or the Facility for so long as the circumstances continue. We will try to minimise any effects arising from such circumstances.

PERSONAL INFORMATION

36. We collect information about You and any ACP on registration and whilst this Agreement continues, including personal data (**Data**). We process Data in accordance with the UK retained version of the EU General Data Protection Regulation, the Data Protection Act 2018 and all associated laws. Details on how We use Data and Your rights in relation to Data are set out in Our Privacy Notice which can be viewed on Our website at <https://www.loc-box.co.uk/privacy-policy/> You confirm any ACP has consented to You supplying Data to Us on these terms.

37. If You give consent, We will use Data for feedback purposes, including to provide information on products or services provided by Us in response to requests from You or if We believe they may be of interest. Your choice with regard to the relevant use of Data is indicated in the Cover Sheet and can be changed at any time by contacting Us.

COMMUNICATIONS AND NOTICE:

38. We can send You notifications regarding day to day matters and minor changes to this Agreement by email and/or by SMS. You agree to receive notifications by SMS. These notifications will be effective one hour after sending or immediately if they relate to an urgent problem or emergency. We may also send you a direct message on Your social media accounts.

39. Notices to be given by Us or You for more significant changes to the services and these terms or to enforce rights under this Agreement (such as ending the Agreement, changing prices, significant disruptions or enforcing Our right to sell or dispose of Goods) must be in writing and must either be delivered by pre-paid post or email. Notices shall be considered to have been received one day after sending by email or 48 hours after posting. Notices from Us to You will be sent to the email addresses on the Cover Sheet and/or the most recent postal address in England and/or email address notified by You to Us and/or by direct message to Your social media accounts. In the event of not being able to contact You at the last notified postal or email address, notice will be considered as having been given to You if We serve that notice on the ACP as identified on the Cover Sheet at the last notified postal or email address of the ACP. Any notice from You must be sent to the Us by post Loc-Box Self Storage Ltd, The Office, Matts Lodge Farm, Grooms Lane, Creaton, Northamptonshire NN6 8NN, this may differ from the storage facility you have been using or by email to team@loc-box.co.uk In the event that there is more than one contact named on the Agreement, Notice to or by any single contact is agreed to be sufficient for the purposes of any notice requirement under this Agreement.

CANCELLING OR ENDING THE AGREEMENT:

40. If You entered into the Agreement without physically coming into the Facility, then You have 14 days after We confirm acceptance of Your order to change Your mind (cooling off period). If You cancel during this period a refund will be provided based on the length of storage You have taken prior to cancelling and all Goods being removed from the Unit. We can use any payment made by You to settle some or all of this sum. You can cancel by email, post or telephone call to Us referring to Your name, address, date of order, Facility and Unit number.

41. Unless otherwise agreed in writing by both parties, either We or You may end this Agreement at any time by giving the other party written notice in accordance with **Clause 39**. The date on which the Agreement will end (the **Termination Date**) must be at least the number of days indicated on the Cover Sheet. In the event of illegal or environmentally harmful activities on Your part or a breach of this Agreement (which, if it can be put right, You have failed to put right within 14 days of a request from Us to do so), We may terminate the Agreement immediately by notice. We are entitled to retain from the Deposit, or make a charge for, apportioned Storage Fees if less than the required notice is given by You. You must remove all Goods in the Unit before the close of business on the Termination Date and leave the Unit in a clean condition and in a good state of repair to the satisfaction of Us and leave our padlock in place ensuring all keys/fobs to any of our padlocks or gates are returned to the Facility's key return post box. In the event that Goods and/or rubbish are left in the Unit after the Termination Date, **Clauses 7 and 23** will apply. You must pay any outstanding Storage Fees and any other fees or expenses owed to Us up to the Termination Date, or **Clauses 6 to 10** may apply. Any calculation of the outstanding Fees will be by Us. If We enter the Unit for any reason and there are no Goods stored in it, We may terminate the Agreement without giving advance Notice but will send Notice to You within 7 days.

42. You agree to examine the Goods carefully on removal from the Unit and must notify Us of any loss or damage to the Goods as soon as is reasonably possible.

43. Termination or expiry of this Agreement shall not affect any rights, remedies, obligations or liabilities of Us or You that came into effect during the term of the Agreement prior to termination or expiry. This includes the right to claim damage for breach of the Agreement, liability for outstanding monies, property damage, personal injury, environmental damage and legal responsibility under this Agreement.

OTHER TERMS:

44. If You wish to take up any additional services We offer, such as delivery and collection, We would be pleased to provide details. You will need to sign up to Our terms and conditions for such services which may be subject to additional charges.

45. We may vary the Storage Fee or other terms of this Agreement and add new terms and conditions as long as such changes are notified to You in writing. The modified terms will take effect on the first Due Date occurring not less than 28 days after the date of Our notice. You may end this Agreement without charge before the change takes effect by giving notice in accordance with **Clause 39**. Otherwise, Your continued use of the Unit will be considered as Your acceptance of and agreement to the amended terms. 46. You acknowledge and agree that (a) the terms of this document (including the Protection Plan addendum where applicable) constitute the whole agreement with Us and, in entering this Agreement, You do not rely on any statement, promise, representation, assurance or warranty which is not set out in this Agreement; (b) any descriptions or illustrations on our website are published for the sole purpose of giving an approximate idea of the services described in them but they will not form part of this Agreement or have any contractual force; (c) the terms of this Agreement apply to the exclusion of any other terms that You seek to impose or incorporate, or which are implied by law, trade custom, practice or course of dealing; (d) You have raised all queries relevant to Your decision to enter this Agreement with Us and We have, prior to You entering into this Agreement, answered all such queries to Your satisfaction; (e) any special terms agreed between You and Us, been recorded in writing and incorporated into the terms of this Agreement; (f) if We decide not to exercise or enforce any right that it has against You at a particular time, then this does not prevent Us from deciding to exercise or enforce that right at a later date unless We tell You in writing that We have waived or given up its ability to do so; (g) it is not intended that anyone other than You and Us will have any rights under this Agreement and accordingly the Contracts (Rights of Third Parties) Act 1999 shall not apply to it; (h) if any provision or part-provision of this Agreement is or becomes invalid, unlawful or unenforceable to any extent, it shall be treated as deleted, but that shall not affect the validity and enforceability of the rest of this Agreement; (i) You may not assign or transfer any of Your rights under this Agreement or part with possession of the Unit or Goods whilst they are in the Facility; (j) We may transfer Our rights under this Agreement to another organisation and will let You know if We plans to do this; and (k) where there are two or more joint customers, each individual customer takes on the obligations under this Agreement separately and We may enforce our rights against any one of the joint customers.

46. This Agreement shall be governed by English law and any dispute or claim that either party brings will be decided by the Courts of England and Wales. The parties must first try to settle any dispute in connection with this Agreement by mediation. Such mediation is to be conducted by a mediator who is independent of the parties and appointed by agreement of the parties. The parties agree that, other than for emergency interlocutory relief, neither party shall commence legal proceedings against the other unless it has first offered to submit the dispute to mediation and mediation has not commenced within a reasonable period of time after such offer was made.

Protection Plan - Addendum to Storage Agreement

This is an addendum to our Standard Self Storage Licence Agreement amending clause 29 under the heading of Risk and Responsibility.

Under this addendum, the following words have the following meanings:-

Full New Replacement Value

Under this addendum we accept additional responsibility in relation to the goods as described in condition 1 and the additional terms set out in conditions 3 to 13.

Our Agreed Responsibility

Under this addendum we will be responsible for loss or damage to your goods in store with us for the following - fire, lightning, explosion, earthquake, aircraft or articles dropped therefrom, riot and civil commotion, malicious damage, storm, flood, water ingress, burst pipes and escape of water from fixed installations, moth and vermin damage, impact by road vehicles and theft following forcible and violent means of entry and/or exit from their premises.

1. Our total liability under agreed responsibility per incident of theft, loss, damage or deterioration shall in no circumstances exceed the lower of (i) the full declared replacement value of the relevant goods and (ii) £50,000.
2. We will be responsible for and bear the risks arising from the perils listed and other matters within our reasonable control subject to condition 2.1 and the additional terms set out in conditions 3 to 13.

2.1 We exclude all liability in respect of loss or damage: 2.2 to your business (if any) any business interruption or loss of any business opportunity or profits, or any indirect loss or damage to your business; or 2.3 that it is not foreseeable consequence of the breach. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time this licence was made, both we and you knew that the loss might happen

ADDITIONAL TERMS OF THIS ADDENDUM

The terms set out in conditions 3 to 13 apply. If there are any inconsistencies between the provisions of the general conditions and any additional terms and conditions in this section, the additional terms and conditions set out in this section with take precedence:

3. Except as stated in this addendum, we will accept responsibility for the named perils. We will compensate you up to the full new replacement value of the relevant goods, except where the new replacement value of the goods exceeds

£50,000 will only be agreed when confirmed in writing by us. All items valued at or in excess of £2,500 must be declared to us by way of an inventory (applies to new customers only from 24th March 2026).

4. We do not carry out any valuation of the goods and replacement value as stated by you in the inventory in your application form is accurate and true. You are responsible for ensuring that the full new replacement value of goods you have notified to us is accurate throughout the licence period and you should also carry our regular reviews of the goods to ensure that this is the case.
5. *Goods subject to specified limitations or exclusion*
 - a. Bullion and money or every description for example, but without prejudice to the generality of this clause; cash, bank notes, coins, currency notes or currency of any kind
 - b. Stamps, vouchers, tokens and/or tickets of any kind, credit and/or debit and/or cash dispenser cards of any kind, negotiable securities and any other documents negotiable as or equivalent to cash, and non-negotiables for example, but without prejudice to the generality of this clause; crossed cheques
 - c. Livestock, bloodstock and living creatures
 - d. Explosives and flammable goods.
 - e. Watches, jewellery (costume jewellery excepted), precious stones or gems or metals or items made from or containing such interests
 - f. Foodstuffs regardless of the means of packaging
 - g. Furs, fine art, antiques, perfumes, mobile phones, tobacco products, beers, wines and spirits and the like which exceed a value of GBP 10,000 combined total.
 - h. Electronic items exceeding GBP 10,000 in combined total. Electronic items by way of example but not limited to shall be commercial appliances and instruments, radios, televisions, computers, computer software, hard drives, microchips, printed circuit boards, modems, monitors cameras, facsimile machine, photo copiers, video recording units, hi-fi systems, CD players. Heavy electronics such as switchgear, turbines and generators shall not be considered as electrical items for the purpose of this clause.
 - i. Any items or goods which are excluded under the terms of the standard self storage licence agreement.
 - j. Loss of data records and any data carrying media, except for blank data carrying media.
 - k. Any item consisting of articles that are part of a pair or set where we will only compensate you for the individual damaged or lost item(s). We will not compensate you for companion pieces which are not lost or damaged.
 - l. Motorbikes, Quad Bikes, ATV's, Go Karts and similar

How we will calculate compensation

6. Subject to the limit of compensation set out in condition 3 in the event of the total loss or destruction of any article or item stored in your room we will compensate you for a lost or damaged items based on the cost of replacing the item as new, provided that the item is substantially the same as but not better than the original when replaced. If such property is only partially damaged we may pay for replacement, repair or cleaning of the damaged portion as an alternative to providing a new replacement item, but we will not pay more than if the property had been completely destroyed.

How to notify us of loss or damage

7. Loss or damage to your goods must be notified to us at the time of discovery or at the time you remove the goods from your room/unit, whichever occurs first.
8. You can notify us in person at store reception or by calling or emailing us as per the store contact details set out in your licence. We will then provide you with a form with which you must complete in order to make a request for compensation.
9. You shall provide us or any agent or ours appointed to investigate your request for compensation, with such information and evidence as may be reasonably be required in relation to the request.

General

10. To benefit from this addendum to our standard storage agreement you must:
 - a) Ensure that all information provided to us is true and complete to the best of your knowledge and that the full new replacement value of your goods as stated is true and accurate. Any under declaration of

values may result in us offering compensation at a percentage reduction in the same proportion as the under declaration of values.

- b) Keep the information provided to us up to date at all times and inform us immediately of any changes. Failure to do so could result in us refusing to pay all or part of the compensation you are seeking for loss or damage to your goods: and
 - c) Keep the payment of our rent, other charges and fees due up to date. Failure to do so could result in us refusing to pay or part of the compensation you are seeking for loss or damage to your goods, with respect to any loss or damage which arises during a period of time that you did not pay the relevant amounts on time;
11. If we become aware or have good reason to believe that any request for compensation is made where you know the same to be false or fraudulent as regard to the amount claims or otherwise, we will have the right to refuse compensation and the right to immediately terminate this addendum. We may also take action against you as set out in our standard self storage licence agreement.
 12. We shall pay or arrange for payment to you that part of any compensation which relates to damage or loss to the goods after deduction of any outstanding sums due to us from you.
 13. This is not an offer of insurance and you are not party to any insurance contract.

